

### REMARKS

In the Action mailed February 12, 2007, all pending claims 1-18 stand rejected. Applicants have amended claims 1, 8, 17 and 18. As such, claims 1-18 remain pending. Applicants respectfully request reconsideration in view of the amendments above and the following claims.

#### **Specification**

The disclosure stands under objection because of alleged informalities.

First, the Examiner contends that Figure 1 of the drawings should be labeled as "prior art." Applicants disagree. Figure 1 shows an interaction center manager's dashboard labeled 100, which is also shown in FIG. 3A. The manager's dashboard 100 embodies claimed subject matter. As such, Applicants ask that the objection based on Figure 1 be removed.

Second, the Examiner noted that in the specification, FIGS. 3-15 should be FIGS. 3A-15. Applicants have amended the specification accordingly. As such, Applicants ask that the objection based on this informality be removed.

#### **Claim Rejections – 35 USC 102 and 103(a)**

Claims 1-3, 5, 8, 9, 14, 17 and 18 stand rejected under 35 U.S.C. 102(a) as being anticipated by Ravenscroft et al. U.S. Patent No. 6,466,663. The remaining dependent claims 4, 6-7, 10-13 and 15-16 stand rejected under 103(a) as being unpatentable over Ravenscroft further in view of various other references.

Applicants have amended each of the independent claims to define more particularly the subject matter sought to be protected. Applicants submit that each of the independent claims 1, 8, 17 and 18 defines subject matter that is patentable over Ravenscroft, as do the dependent claims. In addition, Applicants submit that the references cited in connection with the dependent claims do not cure the deficiencies of Ravenscroft.

Ravenscroft discloses a monitoring system client for a call center. (Title.) Ravenscroft discloses that the monitoring system may display status information and statistics regarding

agent activity as part of a graphical user interface. (Col. 1, lines 33-36.) Ravenscroft further discloses that the monitoring system may enable a supervisor to view information regarding all of the agents under supervision. (Col. 1, lines 38-41.) Ravenscroft further discloses that multiple views may be available via the monitoring system, for example a view that depicts all of the agents in the call center as well as views that depict selected subsets of the agents within the call center.

Unlike claim 1, Ravenscroft does not disclose a “manager's graphical user interface” that includes a display of “at least one user-selected group statistic having been selected from a among a plurality of predefined group statistics configured to be monitored,” as is recited in claim 1 as amended. In addition, Ravenscroft does not disclose or suggest a graphical user interface that also includes, for each of the user-selected group of interaction center agents, a display of “at least one user-selected individual statistic having been selected from a among a plurality of predefined individual statistics configured to be monitored,” as is also recited in claim 1 as amended.

Ravenscroft also does not render claim 1 obvious. The claimed graphical user interface operates under the principal that “less is more.” Interaction centers can be very complex operations, and supervisory graphical user interfaces such as the one shown in Ravenscroft reflect that complexity. Ravenscroft is illustrative of systems with preconfigured monitoring user interfaces that provide all of the monitored information. Claim 1, however, provides a user interface that has the flexibility to display only selected statistics, and in that manner, a supervisor can focus on a statistic that is most relevant to the decisions that need to be made, without all of the excess information.

Therefore, claim 1 defines subject matter that is patentable over Ravenscroft, as are dependent claims 2-7. In addition, independent claims 8, 17 and 18 are patentable for reasons similar to those discussed above in connection to claim 1, as are dependent claims 2-7. The various references upon which the Examiner relied to reject various dependent claims do not cure the deficiencies of Ravenscroft.

Accordingly, Applicants ask that the anticipation and obviousness rejections of claims 1-18 be withdrawn.

### **Conclusion**

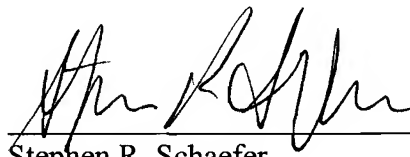
Applicants submit that claims 1-18 are in condition for allowance, and requests that the Examiner issue a notice of allowance.

It is believed that all of the pending claims have been addressed. However, the absence of a reply to a specific rejection, issue or comment does not signify agreement with or concession of that rejection, issue or comment. In addition, because the arguments made above may not be exhaustive, there may be reasons for patentability of any or all pending claims (or other claims) that have not been expressed. Finally, nothing in this paper should be construed as an intent to concede any issue with regard to any claim, except as specifically stated in this paper, and the amendment of any claim does not necessarily signify concession of unpatentability of the claim prior to its amendment.

Examiner is authorized to charge \$450 to Deposit Account No. 06-1050 for the Petition for Extension of Time fee. Please apply any other charges or credits to deposit account 06-1050.

Respectfully submitted,

Date: July 12, 2007



Stephen R. Schaefer  
Reg. No. 37,927

Fish & Richardson P.C.  
60 South Sixth Street  
Suite 3300  
Minneapolis, MN 55402  
Telephone: (612) 335-5070  
Facsimile: (612) 288-9696